100 Years TRAVELLERSaid 1916-2016

WELCOME ABOARD

Summer 2016

HOW TO FIND US

FLINDERS STREET STATION
Flinders Street
Melbourne VIC 3000
(Between Platforms 9 & 10 on the concourse level)
Phone (03) 9610 2030
Fax (03) 9614 1249
Email fss@travellersaid.org.au
Mon–Sun 8.00am–8.00pm

SOUTHERN CROSS STATION
99 Spencer Street
Docklands VIC 3000
(Under the Bourke Street Bridge opposite the Luggage Hall)
Phone (03) 9670 2072
Fax (03) 9600 1174
Email scs@travellersaid.org.au
Mon–Sun 6:30am - 9:30pm
Travellers Aid Access Service (TAAS):
Mon–Fri 11am–5pm
Sat–Sun 11am–4pm

SEYMOUR STATION
BUGGY SERVICE
Seymour Station, Railway Street
Seymour VIC 3660
Phone (03) 5793 6210
Email scs@travellersaid.org.au
Mon–Fri 10.00am–6.30pm

COMPANION SERVICE
Phone 1300 700 399
(48 hours notice required)

CITY VILLAGE (ADMINISTRATION OFFICE)
Level 3, 225 Bourke Street
Melbourne VIC 3000
Phone (03) 9654 2600
Fax (03) 9654 1926
Email info@travellersaid.org.au
Mon–Fri 9.00am–5.00pm

The production and distribution of this newsletter has been kindly supported by V/Line

Celebrating International Day of People with a Disability

Meet Luke, one of our many valued volunteers...

Luke joined Travellers Aid Australia after seeing an opportunity advertised online, and luckily for us after ten years he's still here as part of our team!

Luke takes messages and goods between our sites at Flinders Street Station, Southern Cross Station and Bourke Street. He enjoys having a chat and a joke with the people at the sites. Maria, our Operations Managers, says 'He brightens up the office every day and always puts a smile on my face'.

Because of his disability, one of the main challenges Luke faces when doing his job or socialising is travelling on public transport. We work with him to overcome these challenges and continue being a great asset to our team.

We asked Luke what the best thing about was working at Travellers Aid Australia: "The people I get to see every day and that fact I get to quality control the biscuits we are selling at Southern Cross Station".

Luke also volunteers for Reinforce, a self-advocacy group based in Ross House.

At TAA we not only look after people with a disability in the work we do, but people with a disability are also part of our workforce as both volunteers and members of our staff. International Day of People with Disability falls on 3 December 2016. To see how you can get involved visit **www.idpwd.com.au**.

Our 100th Annual General Meeting

On Thursday, 20th October 2016 TAA held its 100th Annual General Meeting at The Yarra Room, Melbourne Town Hall.

We had a number of guests to help celebrate this historic milestone, with none other than Melbourne's very own Lord Mayor Robert Doyle to open proceedings and enlighten us with some history of the past 100 years of the Melbourne Town Hall.

We would like to thank all those in attendance, with special thanks going to our guest speakers Ms Jan Berriman, Chief Executive Officer of the Young Women's Christian Association (YWCA) who shared the story of how the YWCA formed Travellers Aid in 1916 and Professor Geoff Rose, Director of the Institute of Transport Studies at Monash University who delivered a very informative presentation on the future transport needs and requirements of people with mobility challenges.

The management team of TAA were proud to have presented Life Membership Awards to Trevor Huggard AM, Margaret Carter, Dan Feldman, Denise Orchard and Bernie Delaney in recognition of their invaluable contribution to TAA.

For copies of the minutes of the 100th AGM please contact:
andrea@travellersaid.org.au
or call (03) 9654 2600.

100th Anniversary Book

Jennifer Simpson, daughter of Evelin Lark who was a long serving staff and volunteer member of TAA, was invited to Travellers Aid recently to receive a copy of our commemorative 100th Anniversary book "We Are All Travellers".

The book was presented by our CEO Elias Lebbos. While Jennifer was in the office she drew the winning prize from our last newsletter competition... and the lucky winner is Elsie Macfarlane from Lake Tyres Beach. Congratulations and enjoy the 100th year journey!

YOU CAN ORDER YOUR OWN BOOK NOW FOR ONLY $29.95
plus $15 postage and handling.

Simply complete and return the enclosed order form or visit our website or call (03) 9654 2600.

A Thank You to our Staff and Volunteers for 100 Years of Dedication and Commitment

Travellers Aid Patron Mr Anthony Howard QC kindly hosted a thank you event at Government House in August of this year to thank both past and present, long term staff and volunteers for their many years of dedication and service.

Mr Anthony Howard QC continues a 100-year tradition of partners of the Victorian Governor representing as the official TAA Patron. The day saw over 100 TAA supporters enjoy an afternoon tea in the State Drawing Room and Service Recognition Awards presented to Bryan Porter, Peter Wright, Karen Lovell, Margaret Carter and Trevor Huggard as well as a Recognition Award presented to Tiffany Richards of V/Line.

100 Years on Tour

Maria Groner, Operations Manager at Travellers Aid, has launched a three month travelling exhibition of the history of Travellers Aid Australia through regional Victoria.

For 100 years, across two world wars, through shifting populations and the rapid development of technology, TAA has been making a marked difference to people's lives and will continue to do so for as long as there are vulnerable people in transit.

Launching at Bendigo Railway Station on Thursday 22 September, the exhibition was open to the public until 3 October 2016 before heading to Geelong, Ballarat, Traralgon and Seymour where it will arrive on 24 November 2016. The arrival of the exhibition in Seymour will also include a celebration of the 2nd anniversary of the Seymour Buggy Service.

The exhibition tells the story of how Travellers Aid Australia identified a need for travellers and has continued to innovate and grow to meet the needs of travellers today.
For more information, please visit:
www.travellersaid.com.au

Meet Harold Toma, he turned 100 this year too!

Harold Toma is a TAA client and supporter. Harold uses the Buggy Service at Southern Cross Station to get around and access Melbourne City. This year Harold joins TAA in celebrating his own 100th anniversary! Happy birthday Harold and thank you for your support.

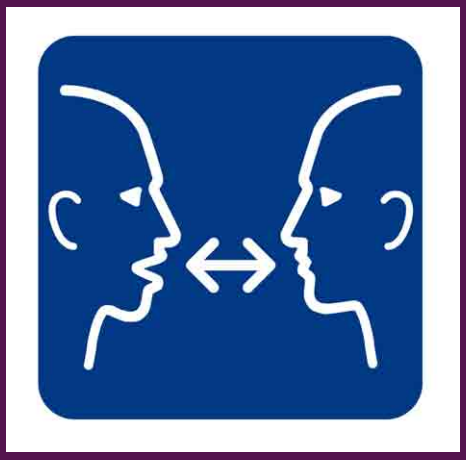
TAA would like to say special thanks to BusVic for the kind donation of $3,500 towards mobility equipment.

This equipment is now available to the general public from Southern Cross and Flinders Street stations to assist with long term or short term needs. To make a booking please visit our website or contact the TAA site you wish to pick up from.

Congratulations to V/Line and Public Transport Victoria for becoming the first public transport organisations in the world to receive the Communication Access Symbol!

When you see this symbol, it means that the business or service you are visiting is communication accessible:

- Staff are welcoming and treat everyone with dignity and respect
- Staff are able to communicate successfully with people with communication difficulties
- Communication tools are available to help people get their message across and understand what people are telling them.



INVITATION

Try Before You Ride Seymour

PUBLIC TRANSPORT VICTORIA

Join us to learn more about how to safely travel on trains, coaches and buses.

You will have the opportunity to boost your confidence by practicing how to board and alight a V/Line train, coach and low floor bus.

When: **Thursday 24 November 2016**
Time: **11:00am to 2:00pm**
Where: **Seymour Railway Station**
RSVP: **Friday 18 November 2016**
Phone: **Tessa on 03 9619 5900**
Email: **community.relations@vline.com.au**

VICTORIA State Government

V/Line

BusVic Bus Association Victoria

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